



Inspection Report on

Bramble Cottage

Hengoed

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

30/04/2024

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About Bramble Cottage

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Values in Care Ltd
Registered places	3
Language of the service	English
Previous Care Inspectorate Wales inspection	[20 April 2024]
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive excellent care and support from the service. People are happy and lead fulfilling lives, choosing how they spend their time. Personal plans are well written, they are developed and reviewed by people, their families, and external professionals involved in their care.

People are supported to be healthy active, and to take part in their local community. The service has an exceptional focus on developing people's skills, and in celebrating their achievements.

People live in a home that is well maintained and cared for. The service is safe and provides plenty of space for people to spend time together or spend time completing and enjoying activities.

The manager and wider leadership and management team for the home are committed to providing very high quality management and support to the service. Support workers are enabled to develop. There is a clear focus on people's wellbeing and quality of life at the centre of the management structure.

Well-being

People experience excellent wellbeing as a result of the care and support delivered. We found people have control over their day-to-day life. People are supported to maintain personal routines set out in their activity schedules. We found people are routinely supported to contribute to the review of their activities. People are happy and well supported to lead the lives they choose. People have access to the right information in easy read formats, and support workers are trained to support people's communication using a variety of visual communication strategies. The service are working to ensure that Welsh language visuals are available.

People are treated with dignity and respect We saw people and support workers enjoy spending time together completing activities for daily living. People are happy and are supported to do the things they enjoy.. People are supported to maintain their physical, mental, and emotional well-being. The service ensure people receive their annual health checks with their GP. People have designated key workers who ensure all health visits and information are recorded and up to date. There are robust monitoring processes within the service to enable the manager to have clear oversight of people's health and wellbeing. During inspection we saw people supported to complete healthy living activities, such as going for walks, and helping to prepare balanced meals. People get the right care and support, as early as possible.

People are protected from abuse and neglect. The service has robust safeguarding policy and procedures in place to ensure people are protected. Support workers have clear understanding of the processes and procedures to safeguard people living at the service. People benefit from attending additional activities run by the service provider in their Hub. During inspection people attended sessions to support their daily living skills to enhance what they are learning in the home. Support staff are skilled at implementing Active Support, which is a model of care and support designed to improve people's quality of life through increased participation in meaningful activities. People are supported to make a contribution to society, we saw photos and achievement books developed to celebrate people doing something kind for their local communities. People live in a home that best supports their wellbeing. The home is well maintained and the management are considering potential adaptations to enhance people's quality of life within the environment.

Care and Support

People benefit from the outstanding care and support they receive. The service considers risks and specialist needs in the care planning process. We read extensive transition plans and assessments to ensure that the home is suitable to meet the needs of people. People are supported to be as independent as possible. Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required. Feedback from families is excellent, one family told us "*They went above and beyond*" describing recent support provided to their family member during a difficult time. People's families told us they feel happy and confident in the support provided to people. We observed highly effective and timely support provided to people throughout the day.

Support workers speak warmly and passionately about people's achievements. We read action plans to enable people to achieve their agreed wellbeing outcomes. Support workers record evidence of how people are supported with each goal daily and achievements are celebrated. Personal plans are person centred and provide rich social histories for people. Personal plans focus on skill building and improving and maintaining people's quality of life. Support workers receive effective guidance on how to meet people's day-to-day needs. The service is ably supported by a wider support team to support people's wellbeing through the positive behaviour support (PBS) model. People have clear PBS plans which complement their personal plans to enable support workers to meet people's needs proactively and maintain people's safety and wellbeing at times of need. There is strong evidence and management of positive risk taking.

The service has a policy and procedures in place to support the safe handling of medication in line with current best practice guidelines. We found medication is managed well in the service. The service has a designated medication champion who ensures clear systems for administration, recording and auditing. The manager completes thorough and frequent audits of the medication process in order to identify any patterns and trends. The service promotes hygienic practices and effectively manages infection prevention and control procedures. Support workers have access to personal protective equipment to ensure they work within the services' infection prevention and control policy.

Environment

People live in a spacious and well maintained home. The home is decorated plainly to support people with their sensory needs. People benefit from plenty of indoor and outdoor space to spend time and can move freely around the environment. People's bedrooms are spacious, with some décor and personal items on display. This meets the environmental needs of people living in the home, as laid out in their PBS plans. Although décor is plain, bedrooms are personalised with colour and some items of interest. The manager is currently researching adapted equipment and environmental considerations to further enhance people's wellbeing and experience within the home. We look forward to seeing any changes at our next inspection.

There is a spacious lounge diner in the main home with plenty of seating for people and support workers to sit and enjoy meals and activities together. The service provider has considered the environmental needs of people living in the home and ensured that furniture is robust and durable. There is a separate kitchen area with visuals displayed to support people to make frequent choices about their meals, drinks, and snacks. People can access the kitchen and their items as and when they choose. There is a large visual menu displayed for the week to enable people to see their meals, and people support staff to plan this menu. There is an annex to the property which has a small lounge, and a separate kitchen and seating area. There are plenty of bathrooms in the property to meet people's needs without delay.

There is a tiered garden in the property with ample seating and tables for outdoor dining and activities. The garden is pleasant and offers alternative environments for people to experience and enjoy at their leisure. People's safety is maintained in the garden with the homes CCTV to provide people the opportunity to have time to themselves with discreet monitoring should they choose. We read effective risk assessments to ensure the safe management of the environment.

There are some signs of wear and tear to the environment, but there is a clear plan for routine maintenance and actions are taken to address any findings. The manager has good systems in place for managing the environment. We saw consistent examples of oversight and monitoring by the manager and wider team. The home is compliant with all safety certification, and ongoing auditing and inspection of the home's safety takes place.

Leadership and Management

People experience increased positive outcomes as a result of the high quality leadership and management in place in the service. There are highly effective governance arrangements in place to support the smooth running of the service by the manager and wider management team. The leadership processes have a consistent focus on people's wellbeing, outcomes, and achievements throughout the quality monitoring processes. The service has introduced online systems to support the remote auditing of processes and procedures within the home. This has enabled effective and timely support to the manager from the support team, as well as the regional director, and responsible individual (RI). The RI is supported in their duties by the wider team to ensure quality monitoring processes are stringent. There is consistent evidence of action taken in a timely manner to address any areas of identified need. The RI meets with people using the service, and seeks feedback from support workers, people, and families. People's quality of life is at the forefront of the leadership and management processes within the home.

People are involved in wider forums within the organisation and are supported to have their say on the things that matter to them. For example, people participate in the recruitment process to ensure management and support workers are the right fit for their home. The home follows safe recruitment practices. Support workers are registered with Social Care Wales (SCW) the workforce regulator, as well as the Disclosure and Barring Service (DBS). We viewed recruitment files that are routinely audited by the manager to ensure compliance with the regulations. The files viewed contained all relevant information as required by the regulations.

The manager has a drive towards building and maintaining a positive culture and standards in the home and encourage support workers to succeed above expectations within their roles. Support workers told us they are well supported and praise the approach taken by the manager. Support workers benefit from frequent support and supervision sessions which are of a very high standard, focusing on the support workers and people's wellbeing. There are plenty of staff on duty to support people effectively. Support workers receive extensive training to undertake their roles. Support workers told us they have many opportunities to gain experience, develop within the organisation, and speak passionately about the opportunities they have to progress and complete qualifications.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
57	The service provider has not ensured that all risks to the health and safety of people are assessed and reduced as far as reasonably practicable.	Achieved
35	The service has a process for recruitment but there are gaps in this process. The service has not ensured that people have provided full and satisfactory information or documentation, as the case may be, in respect of each of the matters specified in Part 1 of Schedule 1 and this information or documentation is not available at the service for inspection by the service regulator.	Achieved

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